

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, DC 20554

In the Matter of)
)
Implementation of the Subscriber Carrier)
Selection Changes Provisions of the)
Telecommunications Act of 1996)

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CC Docket No. 94-129
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Iowa Telecommunications Services' Supplement to Petition

Iowa Telecommunications Services, Inc. ("ITS"), by its attorneys, respectfully supplements its petition for waiver, which was filed with the Federal Communications Commission ("FCC") on October 8, 1999. ITS is requesting the FCC to grant a waiver of its Commission's "authorization and verification" rules, codified in 47 C.F.R. §§64.1100 to 64.1190. ITS requests this waiver to enable ITS to continue to provide uninterrupted, interstate, intraLATA services to the customers currently served by GTE of the Midwest ("GTE") in Iowa, without first obtaining authorization and verification from these customers.

In its petition, ITS indicated that it would be providing notification to customers about the change in ownership of GTE's exchanges in Iowa and its impact on services, including intraLATA, interexchange service, provided to GTE's customers. However, ITS did not attach a proposed customer notification letter to its petition, because ITS and GTE may be directed by the Iowa Utilities Board ("IUB") to provide notification of the transfer of ownership and any customer notification must also meet the IUB's requirements. However, any customer notification will substantially include the language contained in the attached "draft letter to

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customers.”¹ See Attachment “A” hereto. A “draft ‘post closing’ letter to customers” is also attached hereto. (Attachment “B”).

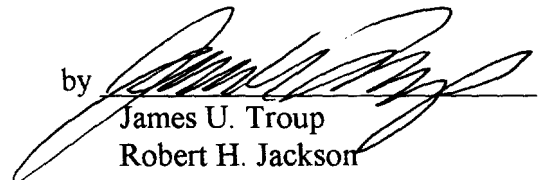
In addition, ITS will waive any preferred intraLATA carrier (“PIC”) change charges for its new customers who elect to change intraLATA carriers because of the change in service providers for a period of 30 days after the transfer in ownership from GTE to ITS. Also, ITS will work with GTE, to the extent appropriate, to investigate and resolve any outstanding customer complaints about intraLATA services that were previously provided by GTE.

As stated in its petition for waiver, ITS requests that FCC grant a waiver of Sections 64.1100 *et seq.* to ITS, as requested herein.

Respectfully submitted,

IOWA TELECOMMUNICATIONS SERVICES, INC.

by



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Its attorneys

Dated: November 19, 1999

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¹ Since the majority of intraLATA toll calls affected by the transfer of ownership of these Iowa customers from GTE to ITS are intrastate in nature, ITS plans to incorporate its message (Attachments “A” and “B”) about interstate services into its “intrastate” notice that may be directed by the IUB. Therefore, ITS may make minor textual changes to the language in Attachment “A” in order to provide a single, coherent notice to its presubscribed intraLATA toll customers. However, ITS hereby represents to the FCC that none of these textual changes will substantially alter the message set forth in Attachments “A” and “B.”

Attachment "A"
Draft Letter to Customers

Dear Future Customer of Iowa Telecom:

We hope you have heard by now that, as a current GTE customer in Iowa, your telephone service provider will be changing. In July of last year, Iowa Telecom agreed to purchase all of GTE's telephone lines in Iowa. Iowa Telecom is expecting to take over operations from GTE during the second quarter of 2000, once all regulatory approvals are obtained. It is our intent to provide you with first-quality telecommunications services, plus an expanded line of services and options that will be introduced soon after Iowa Telecom begins operations.

Records show that you currently use GTE as your local (IntraLATA) long distance service provider. Iowa Telecom will be providing that service to you beginning on our takeover date. While you are free to change service providers for your IntraLATA long distance service at any time, no action on your part is required to use the new Iowa Telecom as your IntraLATA long distance provider. Iowa Telecom pledges to make this transition transparent to you, and you will not be charged higher rates or additional fees as a result of this transition. Questions about the transition or your service should be directed to our offices in Newton, Iowa, at 8XX-NXX-XXXX. An Iowa Telecom customer care representative will be happy to assist you.

We at Iowa Telecom are convinced that you will like our service. However, if for any reason you wish to change to another IntraLATA long distance carrier, we will waive the normal \$5 one-time transfer charge during the first 30 days that Iowa Telecom provides service. To make such a change, please contact us at 8XX-NXX-XXXX.¹

We're excited to begin operating as Iowa Telecom, and are committed to offering our customers high quality customer service and advanced telecommunications products. We hope you'll give us a chance to prove ourselves to you. We don't think that you'll be disappointed.

Sincerely,

Alan L. Wells
President and Chief Operating Office

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Attachment.doc

¹ This guarantee ends at the close of business on thirty days after Iowa Telecom begins providing service. Any customer request to change local (IntraLATA) long distance service providers submitted after that date will be billed at the then applicable rates or charges.

Attachment "B"
Draft "Post Closing" Letter to Customers

Dear Customer of Iowa Telecom:

We hope you have heard by now that, as a former GTE customer in Iowa, your telephone service provider has changed. Iowa Telecom took over operations from GTE on [date]. It is our intent to provide you with first-quality telecommunications services, plus an expanded line of services and options that will be introduced in the near future.

Records show that you previously used GTE as your local (IntraLATA) long distance service provider. Iowa Telecom began providing that service to you on [date]. While you are free to change service providers for your IntraLATA long distance service at any time, no action on your part is required to continue to use the new Iowa Telecom as your IntraLATA long distance provider. Iowa Telecom pledges to make this transition transparent to you, and you will not be charged higher rates or additional fees as a result of this transition. Questions about the transition or your service should be directed to our offices in Newton, Iowa, at 8XX-NXX-XXXX. An Iowa Telecom customer care representative will be happy to assist you.

We at Iowa Telecom are convinced that you will like our service. However, if for any reason you wish to change to another IntraLATA long distance carrier, we will waive the normal \$5 one-time transfer charge during the first 30 days that Iowa Telecom provides service. To make such a change, please contact us at 8XX-NXX-XXXX.¹

We're excited to begin operating as Iowa Telecom, and are committed to offering our customers high quality customer service and advanced telecommunications products. We hope you'll give us a chance to prove ourselves to you. We don't think that you'll be disappointed.

Sincerely,

Alan L. Wells
President and Chief Operating Office

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Post_Closing

¹ This guarantee ends at the close of business on thirty days after Iowa Telecom begins providing service. Any customer request to change local (IntraLATA) long distance service providers submitted after that date will be billed at the then applicable rates or charges.

CERTIFICATE OF SERVICE

I, *Monica Gibson-Moore*, a secretary with Arter & Hadden LLP, hereby certify that a copy of the foregoing *Iowa Telecommunications Services' Supplement to Petition* has been sent via hand-delivery this 8th day of October, 1999, to the following:

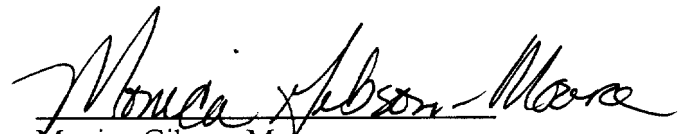
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Monica Gibson-Moore

**denotes delivery via facsimile and first-class mail*